

Frequently Called County Telephone Numbers

General Information	206-296-0100
Toll Free	800-325-6165
ADULT DETENTION	
King County Jail	206-296-1234
Regional Justice Center	206-296-1234
COUNTY COUNCIL	206-296-1000
COUNTY EXECUTIVE	206-296-4040
DEVELOPMENT AND ENVIRONMENTAL SERVICES	
Building Permits	206-296-6600
Business Licenses	206-296-6600
Zoning and Code Enforcement	206-296-6680
LICENSES	
Animal Control & Licenses	206-296-PETS
Marriage Licenses	206-296-3933
Vehicle/Vessel Licenses	206-296-4000
NATURAL RESOURCES	
Disposal Information/Transfer Stations	206-296-4490
Drainage/Flooding/Water Quality	206-296-1900
Solid Waste Division	206-296-6542
PARKS AND RECREATION	
General Information	206-296-4232
PUBLIC HEALTH	206-296-4600
SHERIFF'S OFFICE	
Emergency	911
Non-Emergency	206-296-3311
TAX INFORMATION	
Assessor's Office	206-296-7300
Property Tax Advisor	206-296-5202
Treasury (Property Tax Payments)	206-296-3850
TRANSPORTATION	
Metro Rider Information	206-553-3000
Metro Complaints/Commendations	206-553-3060
Road Maintenance	206-296-8100

If you are calling long distance, call the county's toll free number, 1-800-325-6165. Enter the last five digits of the agency number as the extension.

A Quick How-To Guide — How To File A Complaint

WRITE IT DOWN.

Whether you are seeking service or filing a complaint, it's a good idea to keep records of the contact you have with an agency. Try to get the names of the staff people you speak with, and be sure to include the date of your conversation. Keep copies of any documents you get from, or give to the agency. A chronological sequence of contacts and dates is helpful in explaining your problem to the agency.

ASK QUESTIONS.

Some good questions to ask include:

- Why was my request denied?
- What law or policy applies?
- Was the law or policy applied consistently?
- What appeal process (if any) is available?

PERSISTENCE AND CLARITY CAN GET YOU WHAT YOU NEED.

Before you contact an agency, it's a good idea to decide exactly what the problem is and what remedy you are seeking. Pleasantly state the issue and what you want. Persist. Ask if a supervisor is available to speak with.

PLEASANTNESS MAKES A BIG DIFFERENCE.

Public employees, like most of us, respond favorably when a positive and courteous approach is used.

Alternate formats available upon request.

Office of Citizen Complaints — Ombudsman
400 Yesler Way, Room 240 • Seattle, WA 98104
206.296.3452 V/TTY • 206.296.0948 Fax
ombudsman@metrokc.gov
www.metrokc.gov/ombudsman



King County Office of Citizen Complaints

Ombudsman

Employee Ethics
Whistleblower
Whistleblower Retaliation
Information and Referral



King County

An independent agency of the
Metropolitan King County Council

What is the King County Ombudsman Office?

The Office of Citizen Complaints — Ombudsman is an independent charter office located within the legislative branch of King County government. We are authorized to investigate a wide variety of complaints about King County government and to make and publish recommendations for change based on the results of our investigations.

What complaints does the Ombudsman Office take?

We take complaints about administrative acts of County agencies — acts which may be unreasonable, unfair, irrelevant, or contrary to law or regulation. We also investigate alleged violations of the King County Employee Ethics and Whistleblower codes.

When should I contact the Ombudsman Office?

First, ask the County agency to help you with your complaint. Often, an agency manager will work to resolve your problem quickly. If you are uncertain about whom to contact, we can refer you to an appropriate agency representative. Come back to the Ombudsman Office if you are unable to resolve the issue on your own.

What will happen with my complaint?

If your complaint is appropriate for investigation, Ombudsman staff will contact the agency; review agency records; and research relevant law, policy, and procedure. We will attempt to determine possible alternatives to resolve your complaint. The Ombudsman will advise you of the outcome of the investigation and any action taken on your behalf.

What can't the Ombudsman Office do?

We cannot take legal action against the County agency on behalf of any individual. We are not a court of appeal and cannot change or reverse agency decisions. Our concern is whether the policy, procedure, or law an agency has applied in your case is consistent and fair. Most complaints, however, can be resolved through a fact-finding effort with the agency.

How do I contact the Ombudsman Office?

Call, write, e-mail, or visit our Office.

Office of Citizen Complaints — Ombudsman
400 Yesler Way, Room 240
Seattle, WA 98104
206.296.3452 V/TTY
1.800.325.6165 ext. 6-3452
www.metrokc.gov/ombudsman
ombudsman@metrokc.gov

Our business hours are 8:30am - 4:30pm, M-F